Call Detail Record Reporting Overview

Presented to the CA 9-1-1 Advisory Board

Presented by Alicia Fuller

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Reporting System Need

- Replacing Previous Systems
  - Single statewide call reporting system
    - Disparate systems prior
    - Consistency across the state

Call Reporting Service

- Data Source
  - Call Detail Records
    - Spills to RDDM (Remote Data Distribution Module)
    - Indiscriminate of CPE make and model

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Overview of Reports

- Pre-Configured Reports
  - Standard and Management
- Ad-Hoc Reporting
  - Custom based on user defined criteria
- Raw Data
  - View the data as it is received from the CPE
  - Unformatted data

Pre-Configured Reports

- All users have permissions to run these reports

- Standard Reports
    - Call Summary
    - Calls Per Hour
    - Top Busiest Hours
    - Average Call Duration
    - Calls By Circuit
    - Circuit Utilization
    - PSAP Answer/ Call Taker Ring Time
    - Last 12 Month Answer/ Call Taker Ring Times
    - Class of Service
    - Call Transfer
    - Initial Station Total Calls
    - Calls Per Hour By Day of Week
    - Top ESN
    - Top ANI

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Pre-Configured Reports

- Management Reports
  - Trunk Group Utilization
  - PSAP Answer/ Call Taker Ring Time Exception
  - Outage
  - Wireless Call Sector
  - 10-Digit Emergency Call
  - Unparsed Data
  - Wireless Transfer Summary

- All 9-1-1 Branch and County Coordinators have permissions to run these reports
  - PSAP Managers may request permissions if desired

Ad-Hoc Reports

- Ad-Hoc Reporting
  - Custom based on user defined criteria
    - Standard and Advanced settings
    - User can define the fields included in the report
    - Custom filters may be assigned to multiple fields
    - Download to excel - Allows user the ability to perform extensive analysis

Raw Data

- Raw Data
  - View the data as it is received from the CPE
    - Data is different in appearance depending on the CPE manufacturer/make/model
  - Unformatted
    - System does not alter the Raw Data format at all, it displays the data exactly as it is received
    - Often used to identify issues with the CPE or network